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EB DOCKET NO. 06-36

January 19, 2010

Ms. Marlene H. Dortch Secretary Federal Communications Commission 445 12th Street SW Washington, DC 20554

Reference: Annual 47 C.F.R. § 64.2009(e), EB Docket 06-36, Certification of CPNI Filing of Blackfoot Telephone Cooperative, Inc.

Dear Ms. Dortch:

Enclosed is the CPNI compliance certificate of Blackfoot Telephone Cooperative, Inc. (499 Filer ID 803277) in response to the Public Notice issued by the Federal Communication Commission's Enforcement Bureau on January 15, 2010.

Please contact me with any questions or concerns.

Sincerely,

Michelle Wheeler

Carrier and Regulatory Specialist

Michelle Wheeler

Phone: 406-541-5131

E-mail: mwheeler@blackfoot.com

Before the Federal Communications Commission Washington, D.C. 20554

CPNI Compliance Certification)	EB Docket No. 06-36
As Required by FCC Enforcement)	Blackfoot Telephone Cooperative, Inc
Bureau, DA 10-91)	499 Filer ID 803277

BLACKFOOT TELEPHONE COOPERATIVE, INC. ANNUAL 47 C.F.R. § 64.2009(E) CERTIFICATION OF CPNI COMPLAINCE FOR THE 2009 CALENDAR YEAR

- 1. Blackfoot Telephone Cooperative, Inc. ("BTC") (499 Filer ID 803277) is submitting this compliance certificate in response to the Public Notice issued by the FCC's Enforcement Bureau on January 15, 2010 (DA 10-91), pursuant to section 64.2009(e) of the Federal Communication Commission's rules.
- 2. I am the Senior Vice President and General Counsel, for BTC. I make this certification from my personal knowledge of the CPNI procedures and policies of BTC.
- 3. BTC expects to use CPNI for marketing purposes and has noticed customers under the "opt-out" provisions of the rules. BTC's use of CPNI is and will be done in strict compliance with the principles and requirements outlined in Subtitle U of the Commission's rules. Accordingly, BTC's personnel are trained in the proper use of CPNI for such purposes. Because CPNI will be used for marketing purposes, BTC has established the appropriate safeguards for this type of use of CPNI data. These safeguards include documentation of this policy in company procedures and training of company personnel with regard to use of CPNI data.
- 3. On behalf of BTC, I certify that, pursuant to the Commission's rules, BTC has established procedures that are adequate to ensure compliance with CPNI rules currently in effect and the statements contained in this filing are correct.

William Squires

Senior Vice President and General Counsel

Blackfoot Telephone Cooperative, Inc. CPNI Certification and Statement January 19, 2010

Before the Federal Communications Commission Washington, D.C. 20554

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OPERATING PROCEDURES STATEMENT

- 1. Customer account prominently displays "CPNI" so that Customer Sales and Service Representatives (CSSRs) can readily identify customers opting to restrict use of their CPNI. When calls are received by CSSRs from customers with this preferred treatment they ask for customer permission to access account information.
- 2. Customers are given an opportunity to "opt-out" of CPNI usage beginning with the install of service. Additionally, customers may "opt-out" at any time.
- 3. Notice regarding customer CPNI rights and BTC's duty to protect CPNI is provided to all new and existing customers in the printed telephone directory. In addition, the notice is also printed once every two years as a message on the customer's billing statement.
- 4. Employees are trained on the proper use and/or disclosure of CPNI. Additionally procedures are documented and readily available to all employees on the company's internal website.
- Access to CPNI data is limited to employees and/or entities with proper authorization as allowed under Commission rules. All employees and/or entities with such access operate under policies and/or contract requiring nondisclosure of confidential information.
- 6. All marketing campaigns and materials are reviewed by a supervisory panel. This will include any use of CPNI data used in any given marketing effort. Please note that as of this time BTC has not used CPNI data in this manner but the proper safeguards are in place should it be used.

Blackfoot Telephone Cooperative, Inc. CPNI Certification and Statement January 19, 2010

- 7. Improper use or disclosure of CPNI is subject to BTC's work rules and disciplinary policies as outlined in its policy manual. The policy manual is readily accessible by all employees.
- 8. Valid Photo Identification is required when customers come into the BTC office requesting assistance/access to any account information.
- 9. Call detail is only provided in a customer initiated call where the customer identifies the call record consistent with the FCC 07-22. Absent that information call detail will not be released during a customer initiated call. BTC employees have been instructed to either mail the detail to the address of record or refer the customer to the e-bill site.
- 10. BTC does not currently, and has no plans to provide CPNI to a third party for the purposes of marketing.
- 11. Customer initiated changes in passwords or addresses result in a generic notification to the customer using the address of record consistent with FCC rules.
 - 12. On-line access to CPNI is compliant with the FCC password requirements.

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CUSTOMER COMPLAINTS

1. There were no reported CPNI breaches during the 2009 calendar year.

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BLACKFOOT TELEPHONE COOPERATIVE, INC. ANNUAL 47 C.F.R. § 64.2009(E) CERTIFICATION OF CPNI COMPLAINCE FOR THE 2009 CALENDAR YEAR

PRETEXTING ACTIVITIES

1. During the 2009 calendar year no pretexting activities were noted, so no actions were undertaken to address such activities.